

## Stockbridge Practice News - November 2024



### **RSV vaccination**

We have over 800 patients who are eligible for an RSV vaccination, with more patients becoming eligible every month. In October we have been prioritising our covid and flu vaccinations. We will invite all eligible patients over the coming months.

### **‘Why don’t you have any appointments to book online?’**

If you try to book online and are told we don’t have any appointments for 15 weeks this is not actually the case.

As a surgery we are working hard to ensure patients can see the same doctor for ongoing problems which means we contact patients to book them in and cannot therefore release appointments for online booking. The receptionists are best placed to help you to get the right care at the right time and ensure you get the right type of appointment.

For example, some patients may book a routine appointment when we would prefer to see them sooner or book an appointment for something for which they can self-refer e.g. vasectomy, breast lump, hearing check. Information about this can be found at: [Do I need to see a GP?](#).

Dr Rosser, GP Partner, has created a care navigation tool for our receptionists to use to support this process. Training on the new tool started in October and is ongoing throughout November.

### **Continence service**

You can self-refer to the continence service who can help with bladder and bowel problems by calling 023 8231 1690. More information is available online here: [continence service](#).

### **Target afternoon**

Please note that on 21 November 2024 all local services will be closed for the afternoon to allow staff training.